

JOB OPPORTUNITY

Posting Date

MASSACHUSETTS TRIAL COURT

Job Description and Qualifications
for
Child Support Processing Clerk Series (DOR Funded)
Probate and Family Court Department

This temporary position is funded under a special contract with the Department of Revenue, Child Support Enforcement Division, to perform duties related to the establishment and enforcement of court orders pertaining to divorce, separation and paternity matters involving minor children.

All Applications must be received by:

SUMMARY OF SERIES:

_____ This series is responsible for performing a variety of duties related to the establishment and enforcement of court orders pertaining to divorce, separation and paternity matters involving minor children within the Probate and Family Court Department. In addition to case processing duties, this series is responsible for providing service to the public and other individuals who have business with the court consistent with policies on confidentiality. The position title above the entry level requires the performance of increasingly more responsible and varied work which requires more knowledge of court procedures and operations and the exercise of more independent judgement. Employees are hired at the entry level position title and are eligible for reclassification to the higher level position titles within this series consistent with the specifications for the higher level position titles. The position titles revert to the entry level when there are vacancies.

ORGANIZATIONAL LEVELS:

Child Support Processing Clerk I - This is the entry level position title within this series. Employees at this level are expected to perform a variety of simple to moderately complex duties requiring knowledge of specific court procedures and a general awareness of laws that determine those procedures.

Child Support Processing Clerk II - This is the second level position title within this series. Employees at this second level are expected to perform more complex and responsible case processing functions requiring advanced knowledge of specific court procedures and a general awareness of laws that determine those procedures. This series requires the ability to perform those duties with limited supervision and the exercise of more independent judgment.

MAJOR DUTIES:

Child Support Processing Clerk I Duties:

Performs general intake case duties including receiving court papers and documents from the

Department of Revenue and other parties.

Checks index for new cases, assigns docket numbers, and prepares index and docket sheets.

Dockets all complaints, judgements, orders, income assignments and actions taken by the Court on the hearing date. Copies, files, retrieves and sorts court papers, documents and folders according to established procedures.

Provides customer service in paternity and child support cases to attorneys, litigants, law enforcement personnel and the general public. Distributes the Child Support Case Information Form and Child Support Enforcement Services Application Form to parties in child support matters.

Responds to routine requests for information concerning cases, scheduling and court procedures.

Performs other duties as the needs of the Court require.

Child Support Processing Clerk II Additional Duties:

Provides customer service in paternity and child support cases to attorneys, litigants, law enforcement personnel, and the general public. This includes providing information of a more specialized and/or detailed nature.

Performs more complex case processing functions, including reviewing court documents, papers, and filings for accuracy and completeness and determining processing required prior to entering them in the permanent record, identifying inaccuracies and or discrepancies and taking action to resolve such inaccuracies or discrepancies within established guidelines, or referring unusual problems to a supervisor.

Assists in the training of new employees and in the on-going training of other employees in child support matters.

Responds to unusual and complicated requests for information concerning cases, scheduling and court procedures.

May serve as a "floating case specialist" who is able to perform complex case processing functions related to child support orders within other major work units as required.

Performs all of the duties of the lower level within this series and other duties as the needs of the court require.

POSITION REQUIREMENTS:

_____ Child Support Processing Clerk I Requirements:

_____ Graduation from high school or its equivalent. Some general clerical or customer service experience preferred.

General knowledge of modern office practices and procedures.

General knowledge of and ability to use personal computers and word processing software preferred.

Ability to serve the public and others with business with the court in a courteous and professional manner.

Ability to understand and follow verbal and written instructions.

Ability to type and perform routine data entry at an acceptable rate of speed.

Ability to establish and maintain effective working relationships with court staff.

Ability to communicate effectively with others.

Child Support Processing Clerk II Additional Requirements:

A minimum of two of years of experience as a Child Support Processing Clerk I.

Working knowledge and training in all of the procedures, manual and automated, related to the child support cases processed within the work unit or functional area to which assigned.

Demonstrated ability to serve the public and others with business with the court in a courteous and professional manner. Demonstrated ability to provide specialized information.

Demonstrated ability to exercise more independent judgment when appropriate.

Demonstrated ability to identify problems with court documents, papers and filings and to take appropriate action within established guidelines.

Demonstrated ability to function as a resource person.

Demonstrated ability to train employees.

ENTRY LEVEL SALARY:

Completed Trial Court Application for Employment should be forwarded to:

Applications for Employment are available at all court locations and at the Administrative Office or may be downloaded from <http://www.mass.gov/courts/jobs> or from the Trial Court Intranet web site at <http://trialcourtweb.jud.state.ma.us/jobs>

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

